

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN RE APPLICATION OF:  
**Michael P. Lilly, et al.**

CONFIRMATION NO.: **1577**

SERIAL NO: **09/690,566**

: EXAMINER: **Beth Van Doren**

FILED: **October 17, 2000**

: GROUP ART UNIT: **3623**

FOR: **SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT**

MAIL STOP Amendment  
COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA 22313-1450

*Electronic Filing*

I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).

Dated: September 19, 2007

Signature:   
Jeannette Rayfield

**REPLY PURSUANT TO 37 CFR § 1.111**

In response to the Official Action dated April 19, 2007, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- Amendments to the Specification** begin on page \_\_\_\_\_ of this paper.
- Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- Amendments to the Drawings** begin on page \_\_\_\_\_ of this paper and include an attached replacement sheet.
- Remarks** begin on page 14 of this paper.